



*Connecticut State
Colleges & Universities*

**Connecticut State Community College
Job Description
Campus Supervisor, Enrollment Services**

Salary Level:
CCP 18 (Subject to Willis)

Date Approved/Revised:
Rev 6 11/1/22

POSITION PURPOSE:

Under the direction of the Regional Director of Enrollment Services, the Campus Supervisor of Enrollment Services is responsible for delivering a comprehensive, one-stop enrollment services experience to all credit students on their campus of the Connecticut State Community College.

The Campus Supervisor of Enrollment Services provides leadership and collaborates with their Regional Director to ensure consistency in executing the enrollment vision of Connecticut State Community College and plays a critical role in ensuring the delivery of high-quality collaborative enrollment plans and seamless onboarding support that meets the diverse needs of all students.

The Campus Supervisor of Enrollment Services collects and analyzes data to establish benchmarks and leads continuous improvement efforts for statewide enrollment efforts as well as maintains compliance with FERPA and all applicable policies and laws.

SUPERVISORY AND OTHER RELATIONSHIPS:

This position reports directly to the Regional Director of Enrollment Services. This position supervises the Enrollment Management Specialists on their campus, and other administrative and/or clerical staff as needed.

The position is required to work collaboratively with other offices and services within Connecticut State Community College, and to develop enrollment goals, build and develop partnerships, relationships, and collaborations with all levels of stakeholders to facilitate and enhance the resources and services provided to students.

EXAMPLES OF DUTIES:

The following examples of duties illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

- Delivers a comprehensive, one-stop enrollment services experience to credit students within their campus of CT State Community College.
- Works with the Regional Supervisor of Enrollment Services Operations to implement the strategic direction, goals, and standards for the One-Stop Enrollment Center.
- Lead the unit's commitment to high-touch customer service to create a welcoming environment; provide support to staff when dealing with difficult problems.
- Manages day-to-day operations of the campus One-Stop Enrollment Center including staffing, scheduling, and quality customer service; provides direct supervision to the Enrollment Management Specialists on their campus.
- Maintains communication and partners with campus counterparts in the areas of Admissions, Advising, Financial Aid, and Student Support Services to coordinate services in all matters that relate to the Enrollment Services function.
- Responsible for convening and facilitating cross-functional campus enrollment team.
- Monitors the efficiency and effectiveness of service delivery methods and procedures; identify opportunities for improvement for the One-Stop Enrollment Center.
- Partners with Regional Director of Enrollment Services to drive improvements in enrollment growth, team productivity, team quality and optimization of prospective student satisfaction.

- Provides on-going training and cross training for staff to ensure timely, thorough, and accurate processes.
- Partners with Regional Director of Enrollment Services to address gaps in processes and procedures through the creation of a corrective action plan; establishes timeline to implement the corrective action plan, including process improvements, professional development, and training for campus staff.
- Resolves student application, enrollment, registration issues, conflicts, and discrepancies in a proper and timely manner.
- Partners with the Regional Director of Enrollment Services to coordinate enrollment events such as Enroll in a Day, Super Saturday, etc. on their campus in collaboration with campus counterparts in the areas of Admissions, Advising, Financial Aid, and Student Support Services.
- Collaborates with academic and student services staff to contribute to retention of students.
- Collaborates with the Regional Director of Enrollment Services with the maintenance of the college website, catalog, and program materials as they pertain to enrollment services.
- Supports compliance efforts (in areas such as FERPA, Veterans Affairs, Tuition Assistance, Title IV, Title IX, etc.) in the campus One Stop Enrollment Center.
- May assist in disseminating information related to maintaining international student status requirements
- Maintain a commitment to CSCC overarching goals including initiatives encouraging equity and diversity.
- Represents CT State Community College interests at professional organizations at the state level.
- May involve occasional evening or weekend work, within contractual limitations.

PROFESSIONAL PARTICIPATION AND DEVELOPMENT

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement, and honors ceremonies.
- Service on assigned committees and task forces.
- Attendance and participation at, committee, staff, informational, and professional meetings at the college and regional level.

QUALIFICATIONS:

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.). Incumbents are required to have demonstrated knowledge and abilities in the following areas:

- Demonstrated understanding of a comprehensive community college.
- Experience supervising and evaluating professional staff.
- Experience leading teams to deliver high quality customer service.
- Experience in working at a campus One-Stop or Enrollment Center.
- Familiarity with the community college environment and its student population.
- Demonstrated ability to exercise group leadership skills, which emphasize collaboration, consensus building, conflict resolution, and problem solving.
- Demonstrated ability to develop and implement complex projects and programs in support of college objectives.
- Understanding of federal and state laws and regulations related to higher education.
- Demonstrated advanced knowledge of student records practices and methods which generally are accepted by the higher education field.
- Demonstrated advanced knowledge of computerized and manual systems for collecting, preserving, and reporting student information.
- Strong information and technology literacy skills.
- Experience in using enrollment management, content management, and project management software.
- Sensitivity to and ability to work with the diverse academic; socioeconomic, cultural and ethnic backgrounds of members of the College community, including those with disabilities.
- Effective interpersonal, written, oral, and presentation skills.

These skills and abilities typically are acquired through a combination of education, training and experience which would

include a Master's degree in education, counseling, student development, social work, enrollment management or an appropriately related field together with one to four of related experience that includes up to two years of supervisory experience; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

WORK ENVIRONMENT:

The incumbent typically performs work in offices, conference rooms and in locations where groups of students, faculty and staff gather. The work does not, normally, involve any significant physical effort. The incumbent may travel to public sites to make presentations as well as travel to regional or central meetings and conferences. Reasonable accommodation will be made for incumbents and candidates with physical limitations.